



# Treasure Tree support volunteers

## Role

Supporting the sale of second-hand mobility and accessibility items.

Treasure Tree is our social enterprise that helps people access affordable second-hand mobility and accessibility items.

We have a range of items available in our eBay shop and our shop in Ocean Terminal, including mobility scooters, wheelchairs, rise and recline chairs, and more.

All funds raised through Treasure Tree are invested in our support and services for carers.

## Location

Ocean Terminal, 1st Floor, Ocean Drive, Edinburgh, EH6 6JJ.

## Key tasks

- Helping to manage the physical and online shop
- Photographing and writing accurate, appealing descriptions for mobility items
- Researching competitive pricing to ensure fair and market-aligned listings
- Responding to buyer enquiries promptly and professionally; providing friendly customer service
- Monitoring eBay auctions and confirming successful sales
- Coordinating packaging and shipping of sold items, ensuring items are dispatched or picked up promptly

## Key tasks

- Coordinating packaging and shipping of sold items, ensuring items are dispatched or picked up promptly
- Tracking deliveries
- Maintaining accurate records of available and sold items, in cooperation with the VOCAL team

## Expectations

- Good IT skills, including familiarity with eBay or other online sales platforms
- Friendly, respectful communication and customer service skills
- Attention to detail for accurate listing and inventory management
- Basic photography and writing skills for item presentations
- Organisational skills to manage sales and shipping processes
- Willingness to attend induction and relevant training
- Cooperation with administrative tasks
- Capacity to maintain boundaries
- Understanding of the needs and challenges faced by carers
- Sensitive approach to confidential information received as part of your volunteering role
- Adherence to organisational policies and procedures, including safeguarding and data protection protocols
- Understanding of and commitment to the vision, mission and aims of VOCAL, in particular, equality and diversity
- Treasure Tree support volunteers will be expected to undergo a Basic Disclosure check, which includes information on unspent convictions and is required for certain volunteer roles in Scotland. This application is free for volunteers.

We welcome applications from prospective volunteers who may be suited only to specific parts of this role: for example, you may be experienced in using online sales platforms but prefer not to provide in-person customer service, or vice versa.

## Commitment

Ideally, Treasure Tree support volunteers would commit to three hours per week, to maintain shop operations. Hours can be flexible according to your availability.

## Support

You will be given regular support by your volunteer manager. This will allow you to identify any relevant training which may be helpful, and you will be offered suitable development opportunities to support you in your role.



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VOCAL: Scottish Charity: SC020755. Company Registration: SC183050.

Treasure Tree: Trading as Treasure Tree 2025. Company Registration: SC838358.

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